

**ABSTRACT**

A automated method of transferring calls can include, within an established call with a calling party, receiving from the calling party a request specifying a name. The name can be compared with a listing of names and associated directory numbers to determine if there is a match. A directory number associated with the matched name can be processed according to translation attributes to determine a dialable number. 5 The dialable number can be sent to a telephony switch to transfer the call.

1 2 3 4 5 6 7 8 9 0 # \* # # # # # #